

Communication Skills for Regulators

Course Goal: Improve verbal communication skills and professional rapport for regulators to increase voluntary compliance.

Objectives: Upon completion of this course, participants will be able to:

1. Identify and apply elements of effective communication in a field environment.

Objectives (continued)

2. Identify and avoid potential communication barriers.
3. Resolve or manage conflicts and properly handle volatile situations.

Course Agenda/Layout

- Presentations
- Site Activities/Feedback
- Q & A
- Active Participation
- Course Evaluation Forms